

Model 700 recall

Discussion Thread

Response (Laura)

3/11/2002 3:32:14 PM

Dear Mr. Hebert,

Thank you for the additional information. According to the serial number provided, there has not been a recall on your rifle. However, based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

For U.S. repairs, please follow these guidelines:

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box.
3. Remove all accessories from your firearm to prevent loss or damage.
4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.
5. Ship your firearm by either United Parcel Service (UPS) or Parcel Post (US Post Office). Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.
Attn: Arms Services Dept TPA
14 Hoefler Avenue
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

Customer (Gary M. Hebert)

3/7/2002 10:19:58 AM

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<DIV></DIV>>From: info@remington.com

<DIV></DIV>>To: gary_hebert@hotmail.com

<DIV></DIV>>Subject: [Incident 020307-000041] Model 700 recall

<DIV></DIV>>Date: Thu, 7 Mar 2002 13:48:11 -0500 (EST)

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<DIV></DIV>>Recently you requested personal assistance from our on-line support

<DIV></DIV>>center. Below is a summary of your request and our response.

<DIV></DIV>>we will assume your issue has been resolved if we do not hear from you

<DIV></DIV>>within 48 hours.

<DIV></DIV>>Thank you for allowing us to be of service to you.

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